



**MINUTES of
OVERVIEW AND SCRUTINY COMMITTEE
29 AUGUST 2018**

PRESENT

Chairman	Councillor M W Helm
Vice-Chairman	Councillor R P F Dewick
Councillors	I E Dobson, P G L Elliott, M S Heard, N R Pudney, S J Savage and Miss S White

377. CHAIRMAN'S NOTICES

The Chairman drew attention to the list of notices published on the back of the agenda.

378. APOLOGIES FOR ABSENCE

There was none.

379. MINUTES OF THE LAST MEETING

RESOLVED

- (i) that the Minutes of the meeting of the Committee held on 17 July 2018 be received.

Minute No. 276 – Minutes of the Last Meeting

An amendment to **Minute No. 147 – Office Accommodation and Lease** should read:

An amendment to the second paragraph of the report so that it read "...interest as he *occasionally worked at Maldon Police Station*, and did not return *to the meeting*."

Minute No. 283 – Office Accommodation and Lease Update

An amendment to the first paragraph so that it read "...interest as he *occasionally worked at Maldon Police Station*, and did not return *to the meeting*."

RESOLVED

- (ii) that subject to the above amendment the Minutes of the meeting of the Committee held on 17 July 2018 be confirmed.

380. PUBLIC PARTICIPATION

There was none.

381. DISCLOSURE OF INTEREST

Councillor M S Heard disclosed a non-pecuniary interest in Agenda Item 6, Review of Performance – Quarter 1 2018/19 as an employee of Essex Police who occasionally worked at Maldon Police Station.

382. REVIEW OF PERFORMANCE - QUARTER 1 2018/19

The Committee received the report of the Director of Resources confirming the Review of Performance for Quarter 1 as attached at Appendix 1 to the report.

The following information was provided on Key Corporate Activities (KCAs) that were flagged as behind schedule or at risk on the report:

- Crime within the District - Members commented that the increase in the sanctioned detection rate within the Maldon District was unacceptable. It was requested that the Essex Police, Fire and Crime Commissioner (PFCC) is spoken to, as a lower detection rate generates more crime.

Questions regarding signage and promotion of the Police Station are to be directed by Members to a future meeting of the Crime and Disorder Committee.

- Recycling - Concern was raised by Councillor S J Savage at the lack of visibility of the recent recycling campaign “Metal Matters” and that he felt social media was not a suitable means to promote the Council. It was confirmed that some Members had seen the Metal Matters campaign advertised within the district. The Director of Resources agreed to seek feedback on levels of metal recycling since the start of the campaign.

Councillor R P F Dewick requested confirmation that the recycling was not being sent to landfill. Councillor S J Savage raised concern that recycling might be sent overseas. The Director of Resources confirmed that historically some recycling within the district was sent overseas and would seek confirmation from the contractor as to where the district’s recycling goes.

Councillor M S Heard was advised that one resident in King Street was not having their green waste collected, and residents had been advised that this is due to access problems relating to the size of contractor vehicles.

Agreed that the Director of Service Delivery approach the contractor for confirmation on this.

- North Heybridge Flood Alleviation Scheme - An update was provided from the performance report.

- Brick House Farm Scheme - A meeting with Essex County Council has been arranged for a future date.

Councillor S J Savage stated that this scheme was confidential. It was agreed no further discussion would occur at this meeting and that the Director of Resources would confirm whether this scheme was confidential or not.

- Revenues and Benefits - The dip in performance was discussed by the Committee.

The Committee was advised by the Director of Resources that the restructure would involve all teams including Revenues and Benefits. Following clarity on the future model vacant posts are being filled where possible; however the current recruitment freeze makes this difficult.

An increase in timescales for the assessment of claims generally escalates during Quarter 1, partly due to Annual Billing at the start of the new tax year and the volume of notified Change of Circumstances.

With the implementation of Universal Credit in November; performance levels are expected to drop. This was demonstrated at other local peer authorities following commencement within their jurisdiction.

The Director of Resources will approach the Revenues and Benefits team to confirm expected workloads and determine whether additional staffing is required.

- Staff Sickness - Councillor R P F Dewick queried the levels of staff sickness following receipt of statistics from ACAS and the Office of National Statistics (ONS). It was not confirmed whether figures from ACAS or the ONS were based on long term, short term or combined averages.

The Director of Resources to provide feedback to a future meeting of the committee

RESOLVED

- (i). That the content of this report to and actions as outlined above be noted.

383. PROGRAMME OF WORK 2018/19

The Committee received the report of the Director of Resources confirming the Committees Work Programme for 2018/19, as attached at Appendix 1 to the report.

Following receipt of the report Members made comments on the following items:

- Provision on Healthcare Services - Councillor N R Pudney provided members with feedback from his recent meeting with the Mid Essex Hospital Services NHS Trust (MEHT) and that he will be attending a meeting of the Health Overview and Scrutiny Committee (HOSC) on 05 September 2018. The

Director of Resources confirmed that the Clinical Commissioning Group (CCG) will be invited to a future meeting of the Committee.

- Section 106 - An update was to be presented at a future meeting of the Committee.

It was agreed that Councillor I E Dobson would replace Councillor Mrs M E Thompson as the Member Sponsor.

- Internal and External Communications - At the request of Members it was agreed that the following items are not removed from the Programme of Work until the completion of the Ignite project:
 - telephone communication via the Council's contact centre.
 - how the Council can improve the website.
 - the Council's Digital strategy.

Members raised concerns regarding lack of response to emails.

It was agreed that staff would receive a reminder that the Council aims to respond to all emails within five working days as set out in the Maldon District Council Customer Charter – The Council's Service Standards, July 2011. A notice on this would also be published on the intranet.

Councillor S J Savage raised a concern around non-receipt of council sent emails and relying on email as the main form of communication. The Committee discussed that whilst the current system offers the option for the sender to request delivery and read receipts this is something that the recipient can opt out of.

In addition a discussion was held over supplementing emails with telephone calls.

- Monitoring the Organisational Change Programme - A report for discussion will be provided at the next meeting of the Overview and Scrutiny Committee.
- Review of Fire and Rescue Service provision in the Dengie - The Committee was advised that Councillor P G L Elliott would meet with the Director of Service Delivery on 30 August 2018 for further discussion.

Councillor Dewick raised concern that retained firemen within the Maldon District were not aware of the anticipated changes, and informed the Committee that with the proposed closures response times would increase by at least 30-40 minutes due to the additional travel time which could result in serious injury or the death of persons involved.

- Dealing with Waste Water - The previous meeting has now been rescheduled.

It was requested that diary invites are sent to Members in advance of any meetings which occur.

- Provision of Tourist Information Centres within the District - A meeting had been scheduled for 31 August 2018.

- Office Accommodation and Leases within the Maldon District Council Offices - All information has now been received and a report will be provided to the next meeting of the Committee.

Members were advised to direct questions on the Police Offices to a forthcoming meeting of the Overview and Scrutiny, Crime and Disorder Committee.

- Job Centreplus - Following a meeting attended by Councillor M S Heard, Members were advised that a report will come to a future meeting of the Committee.
- Waste Contract – Reliability of the Contractor Vehicles - Feedback will be provided at a future meeting of the Committee.

RESOLVED

- (i). That the content of this report and actions as outlined above be noted.

384. ANY OTHER ITEMS OF SCRUTINY MEMBERS WISH TO CONSIDER

Councillor S J Savage requested feedback following his query on the Downs Road trees.

The Director of Customer and Communities was to discuss this with the Countryside & Coast Manager.

RESOLVED

- (i). That the Director of Resources provide feedback to Councillor Savage at a future date.

There being no further items of business the Chairman closed the meeting at 8.24 pm.

M W HELM
CHAIRMAN